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Mirlyn Usability Task Force

Desai, Shevon; Piacentine, Julie; Rothman, Jonathan; Fulmer,
David; Hill, Rebecca; Koparkar, Saurabh; Moussa, Nancy; Wang, Mei

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Mirlyn Usability Task Force

Fall 2010-Winter 2011

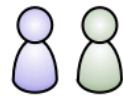
Who Are We?

Usability Core Group

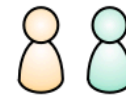
2 year term



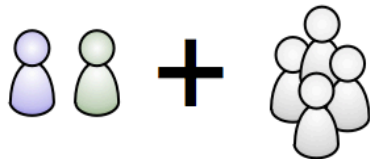
1 chair



4 core members

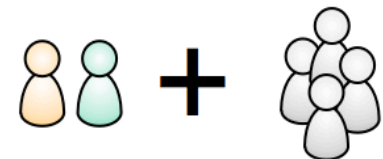


Usability Task Force (UTF)



short term (4-6 months)
2 core members
+ 3-4 members
+ 1 stakeholder

Usability Task Force (UTF)



Our Methods & Goals

We aim to gather user input to help inform practical decisions about how to improve our access systems. Our assessments are part of a larger iterative design process.

We use methods that are relatively fast to design, execute, and analyze but that also have high return.

We do not typically conduct full-blown studies and we don't generalize our data to represent all users.

Task Force

Shevon Desai (core group)
Julie Piacentine (core group)

Jonathan Rothman
(stakeholder)

David Fulmer
Rebecca Hill
Saurabh Koparkar
Nancy Moussa
Mei Wang

What did we do?

Heuristic Evaluation

Online Survey

Guerilla Test

Heuristic Evaluation



Description:

Expert review of Mirlyn using standard heuristics.

Materials Cost: \$0

Incentives Cost: \$0

Prep time: 0

Analysis: ~15 hrs

What are standard heuristics?

Fourteen heuristics used in OCLC heuristic evaluations

[Methodology](#) | [Scales of severity and extent](#)

(Based on Nielsen's 10 Heuristics)

1. **Visibility of system status**

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

2. **Match between system and the real world**

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

3. **User control and freedom**

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

4. **Consistency and standards**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow uniform and/or platform conventions.

5. **Error prevention**

Even better than good error messages is a careful design that prevents a problem from occurring in the first place.

6. **Recognition rather than recall**

Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

7. **Flexibility and efficiency of use**

Accelerators¹⁰⁰ unseen by the novice user⁹⁹ may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

8. **Aesthetic and minimalist design**

Dialogues should not contain information that is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

9. **Help users recognize, diagnose, and recover from errors**

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

10. **Help and documentation**

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

11. **Affordances**

Does the user understand what the text/graphic will do before they activate it?

12. **Use chunking**

Write material so that documents are short and contain exactly one topic. Do not force the user to access multiple

Search in: UM Ann Arbor Libraries Advanced Search Tips Julie Angela Piacentine's Account | Favorites | Log Out

Clear All Fields Find

Mirlyn Classic

Selected items (0): Save Selected to Favorites | List | Email | Export | Clear

Search Mirlyn Catalog MLibrary Home | Mirlyn Mobile | Mirlyn Classic | Search Tools

MLibrary

Search

Subjects (LCSH)

Psychology.

Back to Results

Previous record Showing record 6 of 30475 Next record

Subjects (LCSH)

Psychology -- Periodicals.

Back to Results

Showing record 1 of 30475 Next record

Mirlyn Catalog

MLibrary Home | Mirlyn Mo

MLibrary

Search in: UM Ann Arbor Libraries

Clear All Fields Find

Login

Mirlyn Classic

Selected items (0): Save Selected to Favorites | List | Email | Export | Clear

Welcome to Mirlyn!

The Mirlyn catalog enables you to search and browse the University of Michigan Library's collection of books, journals, audio/video materials, electronic resources and more. If you would prefer to use the classic catalog interface, please click on the Mirlyn Classic link at the top of any Mirlyn screen.

New! Mirlyn Mobile



Have you ever wanted to look up a book when you were deep in the heart of the library stacks, riding the bus, or between sets at the gym? We have! Mirlyn Mobile is designed to bring the powers of the library catalog to your handheld device. Take your research needs in stride with the smartphone-optimized mobile catalog.

To access Mirlyn Mobile, point your mobile device's web browser to m.mirlyn.lib.umich.edu (works with desktop browsers, too).

Feedback and suggestions about the current version of Mirlyn Mobile and its features are welcome. Contact us: MirlynMobile@umich.edu

Evaluated various types of Mirlyn web pages against standard heuristics

Search Tips

Phrase Searching

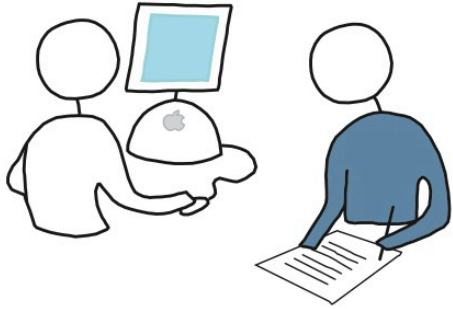
Use quotes to search an exact phrase: e.g. "occult fiction"

Boolean Searching

Use AND, OR, and NOT between words to combine them with Boolean logic: e.g. (*heart OR cardiac*) AND surgery NOT procedures will find items about heart surgery or cardiac surgery but not about surgical procedures. Boolean terms must be in uppercase

Plus (+) and Minus (-) Operators

Use '+' (plus) immediately before a word to make that word required -- items must contain that word in order to match your search. Use '-' (minus) immediately before a word to exclude that word -- items must not contain that word in order to match your search. +cat -dog would match all items that contain the word cat but not the word dog.



Heuristic Evaluation

Long list of stuff that can be improved!

Selected Findings:

- Inconsistent description within “holdings” tab (format vs. location)
- Icon to remove a facet is not intuitive (narrow search options)
- No “select all” option
- Limited print function
- Too many clicks to remove a “favorite”

Online Survey



Description:

Qualtrics survey linked directly from Mirlyn.

Participants:

- 500+ in one week!!!

Materials Cost: \$0*

Incentives Cost: \$50

Prep time: ~7 hrs

Analysis: ~12 hrs

Search in:

[Advanced](#)

[Search Tips](#)

[My Account](#) |
 [★Favorites](#) |
 [Login](#)

Narrow Search

Subject

[Psychology. \(2512\)](#)

[Electronic books. \(1668\)](#)

[Child psychology. \(1650\)](#)

[Psychological fiction. \(1628\)](#)

[Psychoanalysis. \(1595\)](#)

[more...](#)

Academic Discipline

[Social Sciences \(92046\)](#)

[Psychology \(76674\)](#)

[Health Sciences \(27898\)](#)

[Humanities \(21984\)](#)

[Psychiatry \(18983\)](#)

[more...](#)

Format

[Book \(126647\)](#)

[Conference \(4687\)](#)

[Serial \(2994\)](#)

[Manuscript \(2754\)](#)

[Journal \(2656\)](#)

[more...](#)

Availability

[Circulating volumes \(90339\)](#)

[HathiTrust \(69983\)](#)

[Available Online \(21324\)](#)

[Available online via HathiTrust \(5016\)](#)

Showing 1 - 20 of 132214 Results for **all fields:psychology**

Selected items (0): [Save Selected to ★Favorites](#)

1 2 3 4 5 6 7 8 9 10 11 Next » [6611]



☐ [Select](#)

Psychology. Edited by Kenneth E. Clark and George A. Miller.
by Behavioral and Social Sciences Survey Committee. Psychology Panel.
Published 1970
 Book

Location	Status	Call Number / Description
HathiTrust Digital Library	Search only (no full text)	
Buhr Shelving Facility Ask at any library	On shelf	BF 38 .B42



☐ [Select](#)

Psychology.
Published 1981
 Journal

Location	Status	Call Number / Description
HathiTrust Digital Library	See holdings	
Buhr Shelving Facility Ask at any library	See holdings	BF 1 .A57
Shapiro Undergraduate	Missing	BF 1 .A57



☐ [Select](#)

Psychology, by Floyd C. Dockeray
by Dockeray, Floyd Carlton, 1880-
Published 1942
 Book **Available online**

Location	Status	Call Number / Description
HathiTrust Digital Library	Available Online	

Are users satisfied with Mirlyn search results?

How do known-item and subject searching compare?

Are there too many results? Too few?

How often do you do these searches?

Does satisfaction vary across user groups?

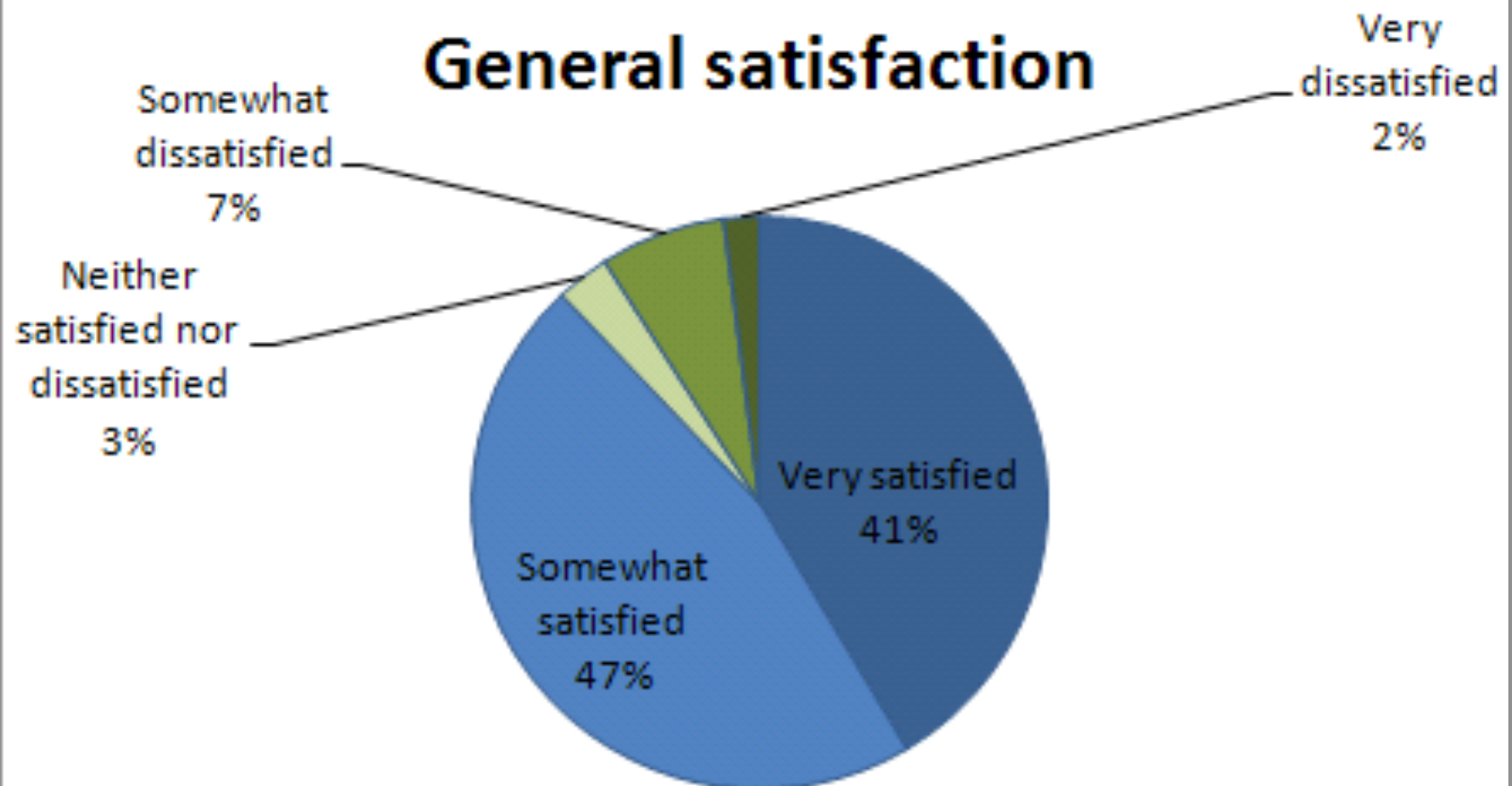


Online Survey

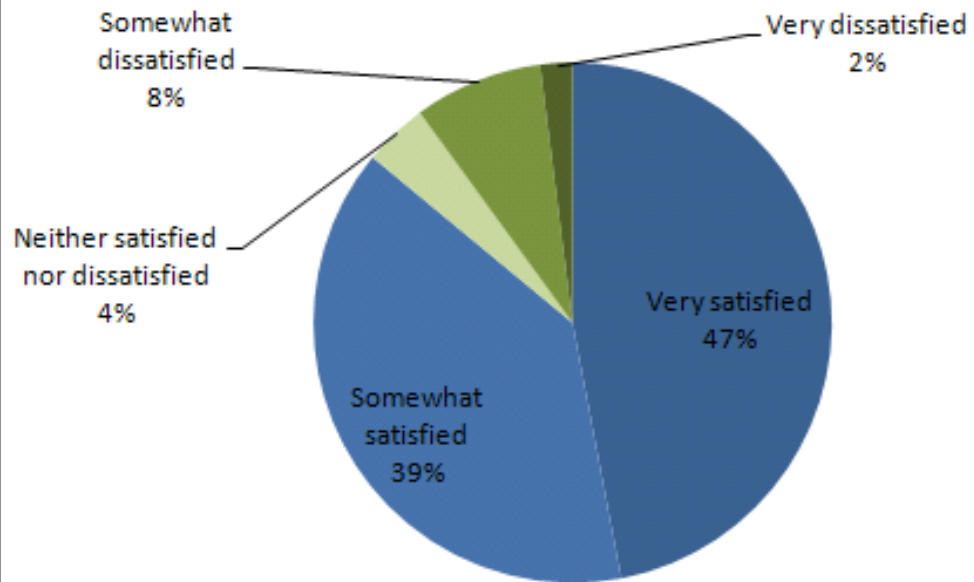
Results

- Respondents are generally satisfied with Mirlyn (87%) !
- Most respondents satisfied with known-item searching (86%)
- Majority satisfied with subject searching (72%), but large group remains neutral (17%)

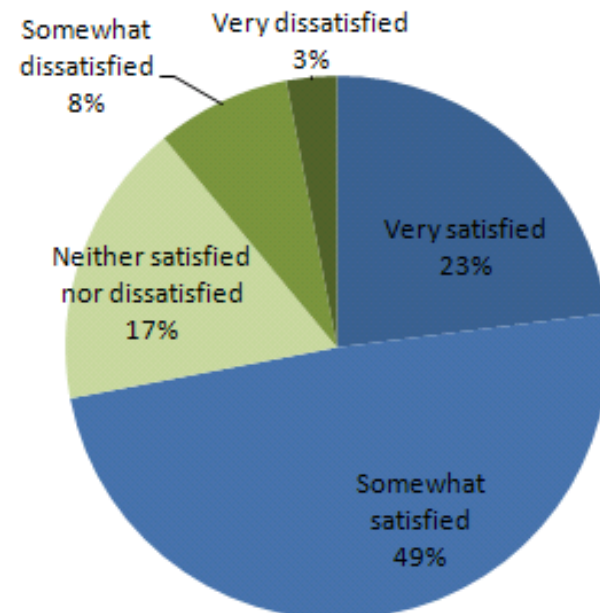
General satisfaction



Satisfaction with known-item searching



Satisfaction with subject searching



NO IMAGE AVAILABLE

☐ Select

Critical care nurse.
Published 1980

Journal **Some Content Fully Available Online**

Location	Status	Call Number / Description
Electronic Resources	Some Content Fully Available Online	
Taubman Health Sciences Journals	See holdings	Journals

NO IMAGE AVAILABLE

☐ Select

Critical care nurse.
Published 1980

Journal **Available online**

Location	Status	Call Number / Description
Electronic Resources	See holdings	
Taubman Health Sciences Journals	See holdings	Journals

NO IMAGE AVAILABLE

☐ Select

Critical care nurse.
Published 1980

Journal **Electronic Resource**

Location	Status	Call Number / Description
Electronic Resources	Electronic Resource	
Taubman Health Sciences Journals	See holdings	Journals

NO IMAGE AVAILABLE

☐ Select

Critical care nurse.
Published 1980

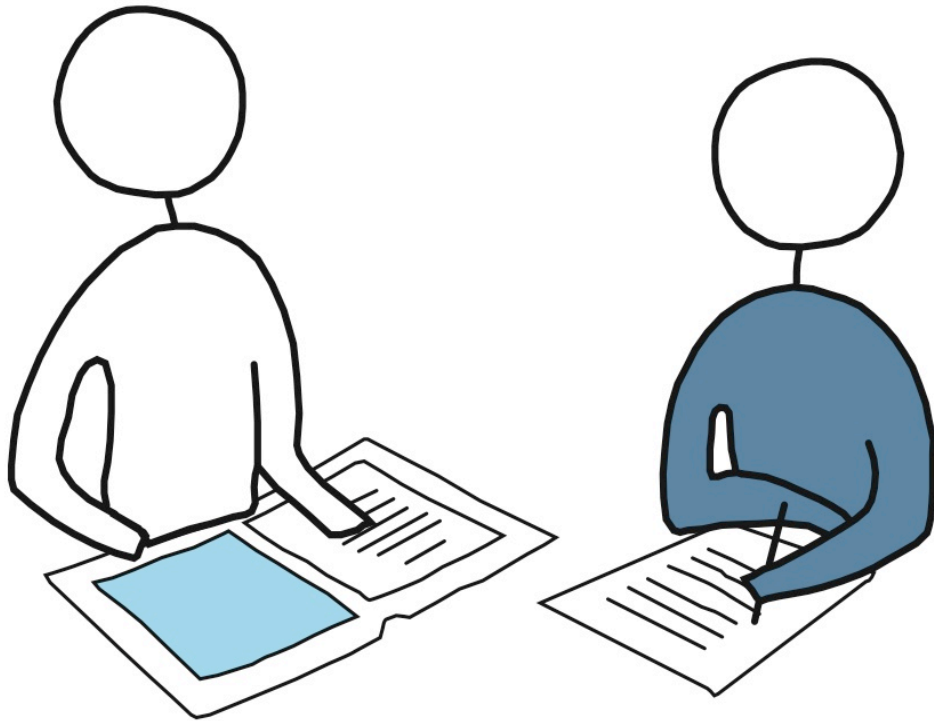
Journal **Online Content Available**

Location	Status	Call Number / Description
Electronic Resources	Online Content Available	
Taubman Health Sciences Journals	See holdings	Journals

Which label is most meaningful, true, and short?

Which label do users prefer? Why?

Guerrilla Testing



Quick and short answers to quick and short questions. Five minutes is our goal!

Description:

- Print mock-ups of alternatives to the 'Available Online' label

Participants:

- 29

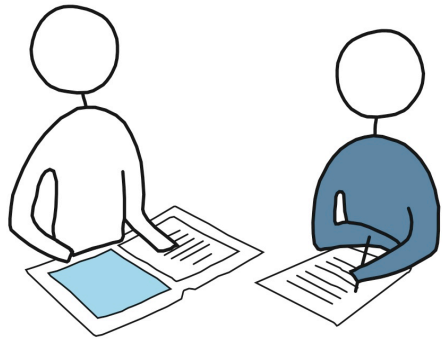
Materials Cost: \$0

Incentives Cost: \$30

Prep time: ~8 hrs

Test time: ~7 hrs

Analysis: ~5 hrs



Guerrilla Testing

Key Findings:

- “Some Content Fully Available Online” & “Available Online” most preferred (9 votes each)
- Strong negative reactions to “Some Content Fully Available Online”
- Few suggested labels from users

Questions?

All past reports:
[www.lib.umich.edu/
usability](http://www.lib.umich.edu/usability)

Usability Core Group
ul-usability@umich.edu

